

ODP Announcement

Palco, Inc. to be Statewide Vendor Fiscal/Employer Agent

ODP Communication Number 066-18

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: Individuals and Families utilizing the Vendor Fiscal/Employer Agent (VF/EA) Participant Directed Services model, Supports Coordination Organizations (SCOs) and Administrative Entities (AEs).

PURPOSE: To announce that The Office of Developmental Programs (ODP) has selected Palco, Inc. to be the new statewide Vendor Fiscal/Employer Agent (VF/EA) Financial Management Service (FMS).

DISCUSSION: ODP is pleased to announce that Palco, Inc. has been selected by the Commonwealth of Pennsylvania Department of Human Services (DHS) to serve as its Vendor Fiscal/Employer Agent (VF/EA) for individuals who self-direct their services in the Consolidated Waiver, Community Living Waiver, and Person/Family Directed Support Waiver.

Palco is an industry leader in providing financial management services to individuals in home and community-based services programs. Palco launched the first state “self-direction” pilot in Arkansas more than 20 years ago. Today, from their headquarters in Little Rock, they deliver an array of services to multiple programs nationwide to help support a diverse group of individuals with disabilities and their families to remain a vital part of their communities.

Palco will enroll new participants and ensure the successful transition of the current program population by **10/1/2018**.

Palco will have a site location and staff presence in Pennsylvania. Palco will be holding in-person informational sessions at multiple locations throughout Pennsylvania. Details will be provided in the near future.

Starting July 25, Participants, Common Law Employer (CLE), and Support Service Professionals (SSPs) can reach Palco Customer Service, toll-free at 866-710-0456, or via email at

PAODP@palcofirst.com. They can be reached at their toll-free customer service line, staffed Monday through Friday from 8:00am – 5:00pm (ET).

Please see the accompanying letter from Palco, Inc. **Note:** The letter references a CLE Transition Packet and an SSP Transition Packet. Those are not included. Palco will provide those packets at a later date.

For individuals interested in learning more about self-direction, information on [Participant Directed Services is available on MyODP.org](#).